

1. Contract

1.1. To book a tour, you must fill out and sign the contract received from Vip Travel and pay a deposit. By booking one of our travel products or services you acknowledge that:

- a) You are over 18 years old;
- b) You have read, understood and accepted the contractual terms and conditions;
- c) You express your acceptance with these terms and conditions on behalf of all clients named in the booking in case you include more clients besides yourself in the booking;
- d) You are authorized by the other clients named in the booking to represent them;
- e) You will provide full and accurate information needed for the booking both for You and the other clients named in the booking.

2. Personal information

2.1. In order for us to confirm your travel arrangements you must provide the following details: full name as in the passport, date of birth (for multi-day tours), passport number, passport expiry date, contact address, email and phone number. Your booking cannot be confirmed without these details needed for contractual purposes.

2.2. By booking one of our tours you agree to provide us with this personal information. We will not disclose under any circumstances your personal information to third parties except when asked by state authorities. We will only use the information you provide for contractual purposes.

Check our [Privacy Policy](#) for more details.

2.3. You agree to let us use images of yourself taken during the trip for advertising and promotional purposes in any medium we choose as long as these images do not offend your dignity. You grant us a perpetual, royalty-free, worldwide, irrevocable license to use such images for publicity and promotional purposes. You are entitled to deny the use of these images for this purpose based on the stipulations of the Romanian Law 677/2001.

3. Payments

3.1. A booking is confirmed once we have received a deposit from you. The value of the deposit (30% to 50%) depends on the total cost of the booking, the size of the group and the time left until the beginning of the tour. If a tour (just for multi-day tours) is booked less than 30 days before the date of the tour, the payment will be done in full.

3.2. Vip Travel will send you at least 7 days before the departure date an invoice for the amount constituting the final payment for the travel products or/and services booked. In case the full payment is not received 3 days at the latest before the departure date, Vip Travel may change the rate payable for the travel product and/or services booked, or may treat the booking as canceled and shall retain the deposit paid on booking as a cancellation fee.

3.3. You can pay your booking either by:

- **bank transfer** to one of our accounts, opened on the name SC Vip Travel SRL at Banca Transilvania, for EUR: RO30BTRLLEURCRT0343259101, SWIFT:BTRLRO22;
- **credit card** (+1% commission fee for multi-day tours); you can pay directly at the guide with your credit card.

- **cash**, in RON, based on the exchange rate announced in the previous day by the National Bank of Romania (www.cursbnr.ro) for deposits/final payments of One Day Tours.

3.4. The commission fees associated with the above payment methods, except cash and credit card payments for One Day Tours, are not included in the price of the tours listed on www.romaniadaytours.com. You are responsible for paying the commission fees associated with the preferred payment method.

3.5. Except for cash payments in RON, a 1% currency conversion fee will be added to the final price of multi-day tours.

4. Price

4.1. At any time before a booking is confirmed, we reserve the right to increase or decrease the prices of any of our travel products or/and services.

4.2. The price of a tour can be modified by us after signing the contract only in the case of important changes like alterations in the cost of transportation caused by an increase the fuel price, significant changes in the exchange rate of the currency in which the tour is paid or unforeseen increases in local taxes at the destination. The price cannot increase by more than 8% and cannot be modified under any circumstances in the 30 days before the start of the tour.

4.3. You have the right to ask and receive a price discount if important changes, mentioned at point 5.2., lead to a significant cut of the travel products or/and services costs.

5. Refunds and cancellations

5.1. If you decide to cancel the tour with a prior notice of at least 30 days, you will be refunded the deposit, minus the transfer fees and the costs that could not be recovered from third parties, for instance, accommodation and other local services already booked. You will not be reimbursed if you cancel the tour less than 30 days before its start except in cases of major force.

5.2. In the case of unforeseen events that could determine us to cancel the tour before its execution, you will be fully reimbursed in 14 days after the notification of this event. The clients are not entitled to any additional compensations in this case.

6. Clients' Rights and Obligations

6.1. You have the right to cancel this contract partly or entirely at any time. If the reason for canceling is attributable to you, you have the obligation to compensate Vip Travel for the prejudice caused if the cancellation takes place less than 30 days before the start of the tour. The values of the compensation cannot be more than the value of the deposit paid until that date. If the cancellation takes place more than 30 days before the start of the tour, the stipulations of point 5.1. apply.

6.2. You have the right to transfer the tour package to other parties who wish to participate in your place. In this case, the other party assumes the entire contractual rights and obligations, including a price increase if extra services are needed. The transfer cannot take place less than 7 days before the execution of the tour package.

6.3. You acknowledge that the type of travel products and/or services booked require certain flexibility and acknowledge that they will permit reasonable alterations to their booking. You also acknowledge that the routes, itineraries, accommodation, types of transportation or schedules may be modified without prior notice due to various circumstances or events, such as sickness or mechanical breakdown, extreme nature phenomena in the location where the tour takes place, flight cancellations, strikes and other unpredictable or unforeseeable circumstances which are beyond the control of Vip Travel.

6.4. You have the rights to ask and receive a price discount if any changes in the execution of the tour have affected the services included in the contract except if the cause of these changes is provoked by your own actions, if it's a consequence of unforeseen events and/or of the actions of a third party unrelated to the travel services included in the contract. The price discount cannot be greater than the costs of the services affected by the changes in the execution of the tour.

6.5. You are the only responsible party if you do not follow the tour program, if you lose your official ID documents and belongings or if your actions disrupt the execution of the tour.

6.6. You are responsible for securing travel and health insurance as well as applying and obtaining entrance visas to Romania if necessary.

Citizens of the European Union, European Economic Area or the United States of America do not need a visa to stay in Romania for a period of maximum 90 days. Citizens with simple passports from other 58 countries are exempted from the Romanian visa requirement. Check the 58 countries [here](#).

The list of countries whose citizens require a Romanian visa is available [here](#).

The procedures for obtaining the visa are available [here](#).

6.7. You acknowledge that the decisions of the tour guide are final on all aspects likely to affect the safety or well-being of any person participating in the tour. If you fail to comply with a decision made by the tour guide or affect the well-being or mobility of the group, you may be asked to leave the trip immediately, with no right of refund. You must comply with the laws and customs of Romania.

6.8. You acknowledge all tours involve a certain amount of personal risk and that it is also your responsibility to acquaint yourselves with all relevant travel information and the nature of their itinerary.

6.9. You must notify us in writing if the present contract was not fulfilled properly maximum 10 days after the end of the tour.

7. Vip Travel Rights and Obligations

7.1. Vip Travel is responsible for the proper execution of the travel products/services sold to the clients as detailed in the contract.

7.2. Vip Travel must provide the clients, in a reasonable time before the start of the tour, all the necessary documents regarding the execution of the tour: invoices, detailed travel itinerary including accommodation and transportation reservations, contact information of local guides and relevant service providers.

7.3. If during or before the tour, Vip Travel acknowledges it is not possible to completely respect the tour itinerary because of major changes that could not be anticipated, it is obligated to inform the clients as soon as possible. If Vip Travel cannot fix the situation that created the major changes, it has to offer the clients alternative or financial compensations if any fees already paid by them were part of the services not offered. This compensation cannot be greater than the costs of the services affected by the changes.

7.4. Vip Travel is not obligated to pay any compensation claims for damages, expenses, losses or changes to the execution of the tour which are attributable to the actions of the clients, the unforeseeable or unavoidable act or omission of a third party unconnected with the provision of any travel products and/or services or a force major event.

7.5. Vip Travel will offer immediate assistance if you are affected by unforeseen circumstances during the execution of the tour. We will provide information regarding health services, local authorities or

embassy services if needed, and will assist you in identifying the best services needed. If you are responsible for the circumstances that created the difficulties, Vip Travel has the right to charge a reasonable commission that cannot be greater than the actual cost of these assistance services.

7.6. Vip Travel is not responsible for any damages, expenses, losses, or claims which are attributable to the fault of the clients, the unforeseeable or unavoidable act or omission of a third party unconnected with the provision of any travel products and/or services or a force major event.

7.7. Vip Travel must respond in 10 days to any notification sent by you regarding the improper execution of the tour package, mentioning the compensations that apply, if the case, and identifying the responsible parties.

7.8. Vip Travel reserves the right to unilaterally modify this contract after it was signed and agreed by both parties in the event of unforeseen changes that affect the execution of the tour package. The CLIENTS will be informed immediately in this respect.

8. Major force

9.1. In case of major force, both parties are exempted of any responsibility. This refers to any unpredictable events that may occur after the signing of this contract that escape the control of any of the two parties and that make it impossible for any of them to fulfill partially or totally any of their responsibilities. Major force events refer to natural disasters, riots, protests, schedule change of public or private transportation schedule, government decisions that may affect the tourism activity. The party or parties affected by major force are exempted from any responsibility linked to this contract. Both parties agree to limit as much as possible any damages caused. The party invoking major force is obligated to notify in writing the other party at the beginning (maximum 5 days) and end of a situation of force major. In the absence of this written notification, the situation of major force cannot be invocated. If this situation lasts for more than 15 days, the contract is cancelled.

9. Governing law

10.1. The laws of Romania govern the booking conditions and contracts to the fullest extent allowable. Any disputes in connection with it must be initiated in the courts of Romania if the parties haven't reached an amiable solution.

10. Updating of terms and conditions

11.1. Vip Travel reserves the right to update and/or alter these terms and conditions at any time, and it is the clients' responsibility to be familiar with them. The latest terms and conditions can always be found on www.romaniadaytours.com and will supersede any previous versions.